

AD _____

Award Number: MIPR 9GBWAP9A01

TITLE: Teledermatology

PRINCIPAL INVESTIGATOR: Alan Mease

CONTRACTING ORGANIZATION: Southeast Regional Medical Command
Fort Gordon, Georgia 30905

REPORT DATE: January 2000

TYPE OF REPORT: Final

PREPARED FOR: U.S. Army Medical Research and Materiel Command
Fort Detrick, Maryland 21702-5012

DISTRIBUTION STATEMENT: Approved for Public Release;
Distribution Unlimited

The views, opinions and/or findings contained in this report are those of the author(s) and should not be construed as an official Department of the Army position, policy or decision unless so designated by other documentation.

20011005 266

REPORT DOCUMENTATION PAGEForm Approved
OMB No. 074-0188

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing this collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503

1. AGENCY USE ONLY (Leave blank)		2. REPORT DATE January 2000	3. REPORT TYPE AND DATES COVERED Final (15 Apr 99 - 31 Dec 99)	
4. TITLE AND SUBTITLE Teledermatology			5. FUNDING NUMBERS MIPR 9GBWAP9A01	
6. AUTHOR(S) Alan Mease				
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Southeast Regional Medical Command Fort Gordon, Georgia 30905 E-Mail: alanm@mail.cta.ha.osd.mil			8. PERFORMING ORGANIZATION REPORT NUMBER	
9. SPONSORING / MONITORING AGENCY NAME(S) AND ADDRESS(ES) U.S. Army Medical Research and Materiel Command Fort Detrick, Maryland 21702-5012			10. SPONSORING / MONITORING AGENCY REPORT NUMBER	
11. SUPPLEMENTARY NOTES				
12a. DISTRIBUTION / AVAILABILITY STATEMENT Approved for Public Release; Distribution Unlimited				12b. DISTRIBUTION CODE
13. ABSTRACT (Maximum 200 Words)				
14. SUBJECT TERMS				15. NUMBER OF PAGES 5
				16. PRICE CODE
17. SECURITY CLASSIFICATION OF REPORT Unclassified	18. SECURITY CLASSIFICATION OF THIS PAGE Unclassified	19. SECURITY CLASSIFICATION OF ABSTRACT Unclassified		20. LIMITATION OF ABSTRACT Unlimited

Table of Contents

Cover.....	1
SF 298.....	2
Table of Contents.....	3
Personnel.....	4
Implementation Plan.....	4
Accomplishments.....	4
Lessons Learned.....	5
Additional Sites.....	5
POCs.....	5

Teledermatology

Personnel:

The Center for Total Access (CTA) utilized a team approach to plan and implement the Teledermatology Project. Initially, one technical specialist, one registered nurse, and one clinical coordinator met to develop a plan to implement this project from February to April 1999 under the direction of the Director of CTA. After April, the team consisted of the technical specialist and the registered nurse with consultative input from the Multimedia department. The Network Systems Manager and the Computer Specialist also provided support, for the implementation of this project.

Implementation Plan:

The plan had a Tri-service focus and included:

1. Initial contact made by Email to all SERMC Medical Treatment Facility Commanders by the Director of the CTA. He provided an overview of the project's benefits and expectations.
2. The second contact was made to the individual POCs the Commander had designated. The technical specialist coordinated with the medical treatment facility's information management personnel and the nurse coordinated with the medical personnel (clinical champion and consult manager).
3. A training packet was developed by the nurse to include objectives, job duties, camera information, warranty issues, marketing, resources, and slide presentation.
4. An installation and training visit was provided to all remote sites except Puerto Rico. All visits were followed-up by the project managers via Email or telephone contact to problem solve any issues encountered by the remote sites.

Accomplishments:

During the period February 1999 through September 1999, eight medical treatment facilities received equipment allocations. The equipment package consisted of CPU with 64 MB RAM, Windows NT 4.0, Digital Camera, and HP Laser Jet Printer. CTA personnel provided installation and training of key personnel to operate the teledermatology service. This included seven referring sites and one consulting site. The referring sites included the medical treatment facilities located at the following installations: Ft Jackson, Ft McPherson, Ft Rucker, Moody AFB, Patrick AFB, Naval Weapons Station, Goose Creek, SC, and Roosevelt Roads, Puerto Rico. The one consulting site was Eisenhower Army Medical Center, Ft Gordon, GA. During this period 102 consults were processed which was more than was anticipated. Due to the rapid success of the service, it became necessary to recruit for other dermatology support. Contact was made to the dermatologist at the Naval Hospital at Beaufort, SC. This request was positively received with plans to bring him on board in the next fiscal year.

Lessons Learned:

Changing normal business practices and referral patterns is not easily done. Each sites lack of utilization of the service had to be problem solved. What was the reason for lack of use and what was the solution. At first a weekly Email newsletter was implemented to provide information, advice, marketing, progress reports and competition. After four months, the newsletter became monthly and was sent to all MTF commanders, registered referring physicians, consult managers, and information management personnel. The two project managers problem solved each site to fine tune issues until successful utilization was accomplished. Some issues were technical and some were clinical and this team approach appeared to be very successful. The failures in utilization included only those sites where the commander desired on-site dermatology services due to the political climate. The Multimedia department was consulted to assist in the preparation of a training CD on the use of the web based consult process to assist sites with training due to staff turnover issues as a result of military reassignments.

Additional Sites:

During the next fiscal year, collaboration was planned with the Region 3 Lead Agent Office to add three more consulting sites and the remainder of the referral sites which would take SERMC Teledermatology Service to 18 total sites.

POCs

Budget Information: Vicky Carswell (vickyc@cta.ha.osd.mil)

Project Information: Angela Dingbaum (angelad@cta.ha.osd.mil)

Nik Beaty (nikb@cta.ha.osd.mil)